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OPNAV INSTRUCTION 5200.45A

From: Chief of Naval Operations

Subj: MANAGEMENT AND EXECUTION OF NAVY TOTAL FORCE MILITARY PAY
AND PERSONNEL MATTERS

Ref: (a) DoD Directive 5100.01 of 21 December 2010
(b) SECNAVINST 5430.7R
(c) DoD Directive 5118.05 of 20 April 2012
(d) BUPERSINST 5450.54A
(e) NAVPERSCOMINST 5400.1A
(f) BUPERSINST 1750.10C
(g) RESPERS M-1001.5 of 5 June 2012 (NOTAL)
(h) NAVPERS 15560D
(i) Navy DJMS Procedures Training Guide of January 1998
(j) COMNAVRESFORINST 5210.1 (NOTAL)
(k) JP 1-0 of 31 May 2016
(l) NAVSUP Pub 485 of 6 April 2017
(m) SECNAVINST 5200.35F
(n) SECNAVINST 5210.8E
(o) COMNAVRESFORINST 5450.37G (NOTAL)
(p) CNICINST 4000.1C

Encl: (1) Navy Pay and Personnel Organizational Structure
(2) Feedback and Inquiry Contacts

1. Purpose

    a. To establish guidance for the administration and execution of all pay and personnel
service delivery functions for both Navy active duty and reserve personnel; identify clear roles
and responsibilities for the management and execution of these functions Navywide; and to
ensure compliance with all laws, regulations, policies, and procedures concerning military
personnel, pay, transportation, and financial management.

    b. This is a complete revision and should be reviewed in its entirety. Major changes are
summarized in subparagraphs 1b(1) and 1b(2).

        (1) Instruction name change from "Management and Execution of Navy Pay and
Personnel Services" to "Management and Execution of Navy Total Force Military Pay and
Personnel Matters."

(2) Language rewritten throughout instruction to simplify the organizational structures.

2. Cancellation. OPNAVINST 5200.45.

3. Background. The Assistant Secretary of the Navy, Financial Management Comptroller (ASN(FM&C)) and Deputy Chief of Naval Operations, Manpower, Personnel, Training, and Education (CNO (N1)) directed the reissuance of this instruction with a renewed focus on the items listed in subparagraphs 3a through 3f.

a. Military pay and personnel policy updates.

b. Assurance of policy compliance.

c. Standardization of business practices and procedures.

d. Adherence to financial management and auditability standards.

e. Continued integration and redevelopment of automated system solutions.

f. Continued support of Sailors and their families for all personnel, pay, and transportation services.

4. Scope and Applicability

a. This instruction applies to all active duty and Navy Reserve Service members and the total work force who deliver military personnel, pay, permanent change of station (PCS) travel, and associated disbursing functions; and passenger transportation services, hereafter referred to as pay and personnel services.

b. Total work force responsible for delivery of pay and personnel services includes, but is not limited to, those listed in subparagraphs 4b(1) through 4b(6).

(1) Commanding officers (CO), commanders, heads of activities, and officers in charge (OIC) with responsibility of executing the certification of Navy military pay and personnel entitlements.

(2) Command administrators and Navy career counselors responsible for the administration of human resources services to Navy military personnel assigned to commands within their area of responsibility.

(3) Immediate superior in command (ISIC) echelon commanders responsible for the administrative oversight and manpower requirements of subordinate commands.

(4) Navy operational support centers (NOSC), Navy Reserve activities, and Reserve Component (RC) commands responsible for the administration and execution of reserve pay and personnel services.

(5) Navy afloat and shore personnel support detachments (PSD) and fleet personnel services responsible for the delivery, administration, and execution of pay and personnel services.

(6) Navy headquarters organizations responsible for the administration, execution, and oversight of pay and personnel services.

c. All commands with Navy military personnel assigned must become familiar with the contents of this instruction and comply with all policies and procedures issued for the management of personnel and pay services that fall within the scope of this instruction and its references.

5. Objectives

a. The objective of this instruction is to establish a management framework that will ensure effective and efficient delivery of pay and personnel services to Sailors and their families, and to meet Department of Defense (DoD) and Navy financial audit requirements to be in compliance with laws, regulations, and directives.

b. Guiding principles in the development of this framework include the items listed in subparagraphs 5b(1) through 5b(10).

(1) Alignment of Navy personnel, pay, and financial management policies, processes, and execution.

(2) Development and implementation of standardized and integrated business processes and services across the Navy.

(3) Simplified, clarified, and standardized policy guidance and enforcement of such.

(4) Optimized information technology (IT) solutions that meet the needs of the Sailor and execution of sound financial management for pay and personnel service delivery providers through integrated pay and personnel system.

(5) Coordinated functional requirements development for personnel, pay, and financial management information systems.

(6) Improved pay and personnel service delivery effectiveness and efficiency, resulting in accurate pay and personnel transactions in the management information systems, and accurate financial management reporting that meets the scrutiny of a financial audit.
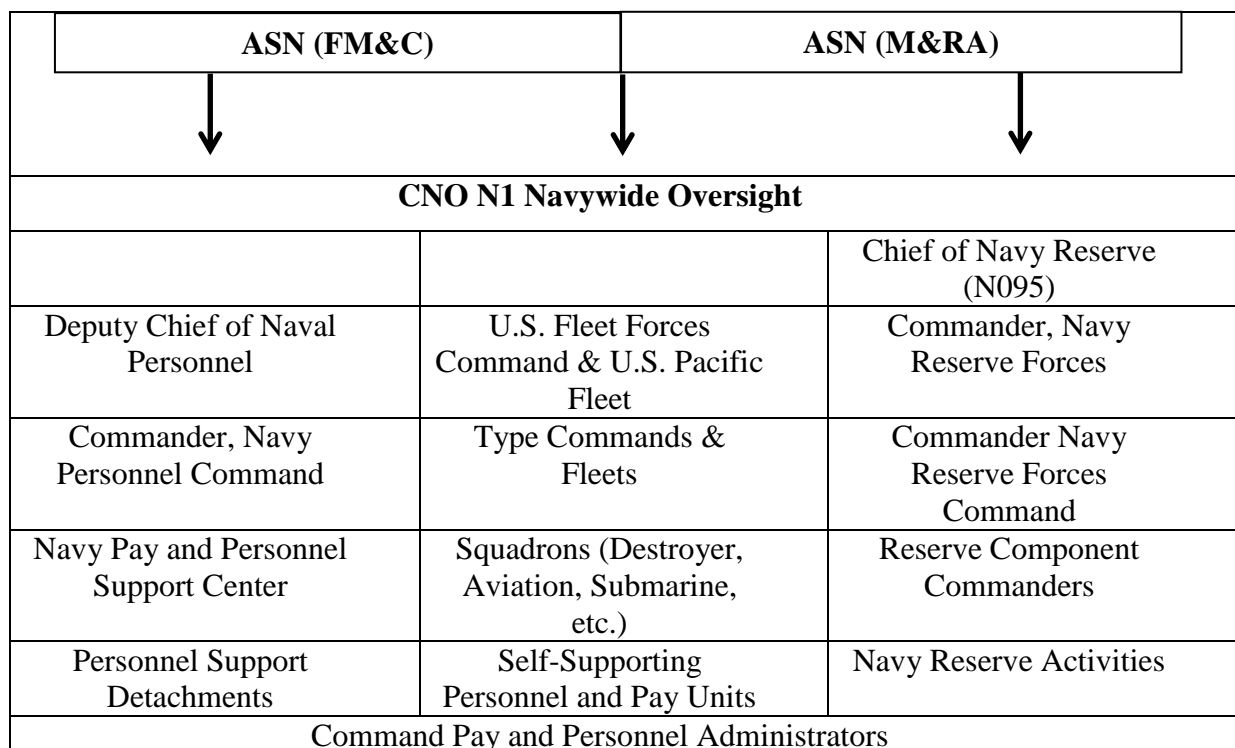
(7) Timely, accurate, and efficient submission of pay and personnel transactions that meet DoD standards and financial and performance audit requirements.

(8) Standardized training for the pay and personnel service support workforce.

(9) Implementation of a robust management internal control program at all levels of the organization and assessable units.

(10) Timely and accurate recordation of pay and personnel information to support analytic requirements and improve manpower and budget forecasting justification and decision requirements.

6. <u>Organizational Structure</u>. The diagram in this subparagraph provides a high level view of the hierarchy of organizations responsible for pay and personnel service delivery under the policy guidance of ASN(FM&C), Assistant Secretary of the Navy, Manpower and Reserve Affairs (ASN(M&RA)), and CNO (N1).

ASN (FM&C)		ASN (M&RA)	
CNO N1 Navywide Oversight			
		Chief of Navy Reserve (N095)	
Deputy Chief of Naval Personnel	U.S. Fleet Forces Command & U.S. Pacific Fleet	Commander, Navy Reserve Forces	
Commander, Navy Personnel Command	Type Commands & Fleets	Commander Navy Reserve Forces Command	
Navy Pay and Personnel Support Center	Squadrons (Destroyer, Aviation, Submarine, etc.)	Reserve Component Commanders	
Personnel Support Detachments	Self-Supporting Personnel and Pay Units	Navy Reserve Activities	
Command Pay and Personnel Administrators			

Note: Enclosure (1) provides a more detailed organization chart to illustrate the hierarchy and relationships of all entities identified within this instruction.

7. <u>Roles and Responsibilities</u>. Timely and accurate pay and personnel services must be provided to all Navy Service members by a professional and skilled pay and personnel support workforce equipped with all necessary skill sets, equipment and tools, comprehensive training and education, and appropriate staffing levels required for the efficient and effective execution of assigned duties, tasks, and responsibilities. Descriptions of organizational responsibilities are outlined in subparagraphs 7a through 7s.

a. <u>ASN(FM&C)</u>. Executes the responsibilities directed by the Secretary of Defense (SecDef) and the Secretary of the Navy (SECNAV) as outlined in references (a) and (b). Responsibilities include:

(1) developing and establishing principles and policies in the areas of budgeting, accounting, auditing, disbursing, financing, debt management, and internal review;

(2) guiding, directing, and coordinating the education, training, and career development of Department of the Navy (DON) financial management personnel;

(3) guiding, preparing, and submitting departmental financial statements and statements of assurance;

(4) acting as chair and oversight of DON audit committee; and

(5) supervising DON offices and organizations in support of aforementioned functional areas.

b. <u>ASN(FM&C) Financial Management Policy</u>. Provides military pay and disbursing policy support for CNO (N1) and all lower level policy offices; directs updates and issuances of policies by lower policy owners when gaps are identified; and acts as liaison with the Office of the Secretary of Defense (OSD) to interpret, mitigate, and resolve policy issues identified in DoD and senior level guidance.

c. <u>ASN(M&RA)</u>. Executes the responsibilities directed by SecDef and SECNAV as outlined in references (a) and (b). Responsibilities include:

(1) providing leadership to the DON in recruiting, developing, and retaining the right people in the military and civilian service;

(2) providing a total naval force capable of supporting the national military strategy by providing civilian oversight through developing integrated military and civilian human resources policies and programs;

(3) representing the Navy position to the Military Services, DoD, Congress, and other Governmental and nongovernmental organizations;

(4) advocating for DON policies, programs, and resources to support the total force;

(5) advising DON senior leaders on the implications of policy decisions impacting DON personnel; and

(6) evaluating and analyzing the impact of policy and delivery of programs, and adjudicating personnel decisions on behalf of SECNAV.

d. <u>Director, Defense Finance and Accounting Service (DFAS)</u>. In line with references (a) and (c), DFAS support is delivered at various levels throughout the DON, including the Navy and Marine Corps, in the areas of military pay, civilian pay, commercial employees pay, contract vendor pay, travel pay, disbursing, garnishments and debt management, financial accounting, and financial statement compilation and reporting. As it applies to the scope of this instruction, the primary support provided by DFAS includes the maintenance and corrective action to all active and reserve pay accounts; secondary dependency determinations; adoption expenses reimbursements; and out-of-service debt management.

e. <u>Defense Travel Management Office and the Per Diem Travel Transportation and Allowance Committee</u>. Manages the regulation development and approval process for the Joint Travel Regulations; establishes and publishes housing and per diem rates for DoD; and provides oversight and support for the Defense Travel System. Responsibilities as it applies to the scope of this instruction include:

(1) issuing standard uniform travel and transportation regulations based on statutory legislation for all uniformed Service members and DoD civilian employees;

(2) establishing and publishing station and housing allowances for the continental United States and outside the continental United States (OCONUS) locations;

(3) establishing and publishing per diem rates for non-foreign, OCONUS locations; and

(4) providing travel, transportation, and housing information updates through the Defense Travel Management Office Web site.

f. <u>CNO (N1)</u>. Designated as the head organization serving as the DON's end-to-end business process and functional owner for Navy total force pay and personnel service delivery. CNO (N1) is responsible for the integration of pay and personnel policies; most efficient human resources processes; effective organizational structure; and execution of all Navy pay and personnel services. CNO (N1) establishes and maintains standardized service level business processes and education and training requirements, and ensures effective and efficient operation

of the pay and personnel service mission areas. Additionally, CNO (N1) maintains oversight of the mission, task, and functions performed under the Office of the Chief of Naval Operations (OPNAV) and Bureau of Naval Personnel (BUPERS) organization which are outlined in reference (d) and as detailed in subparagraphs 7f(1) through 7f(4).

(1) Director, Resource Management Division (OPNAV N10). Performs the planning, programming, budgeting, and execution functions as requirements sponsor and Budget Submitting Office (BSO) 22 for Military Personnel, Navy (MPN) and Reserve Personnel, Navy (RPN) (full-time support (FTS)) appropriation and the resource sponsor and BSO for all CNO (N1) and lower echelon manpower, personnel, training, and education (MPT&E) commands. This position also functions as BUPERS Comptroller (PERS-7) and maintains overall oversight of pay and personnel service responsibilities executed and all related management internal controls for financial reporting and financial statements. In addition, performs the responsibilities in subparagraphs 7f(1)(a) through 7f(1)(c).

(a) Coordinates the development of the MPN appropriation and portions of the RPN appropriation with key stakeholders. Prepares the appropriate budget submissions and monitors performance against the approved budget. Acts in a fiduciary capacity for execution of the MPN appropriation and for that portion of the RPN appropriation allocated to Chief of Naval Personnel (CHNAVPERS). Justifies and defends the Navy military personnel budgets.

(b) Manages and administers centralized tracking and statistical systems for obligating, reporting, and controlling funds appropriated for Navy's PCS and temporary duty under instruction programs. Maintains the PCS Reservation and Obligation Data System.

(c) Oversees the entire BSO Financial Improvement and Audit Readiness (FIAR) Program for CNO (N1) and all lower echelon activities. Coordinates support in the implementation of pay and personnel internal controls and leads military pay auditability initiatives. Develops operating policies and procedures to govern risk assessment, training, communications, audits, and corrective actions. Develops measures of performance and benchmarking to track and monitor program effectiveness through 'sustainment testing' and identifies, communicates, and adheres to best business practices in all areas of financial audit.

(2) Director, Total Force Manpower, Training, and Education Requirements Division (OPNAV N12). Optimizes Navy workforce readiness by translating mission capability requirements into MPT&E demand signals by coordinating, analyzing, and adjusting domain inputs including joint requirements, program assessments, workforce shaping, systems acquisition, and commercial services management initiatives. Using the capability of the Navy Manpower Analysis Center (NAVMAC), conduct manpower assessments of personnel and pay workforce requirements as directed. Approve the methodology for pay and personnel manpower studies when they are conducted by an organization other than NAVMAC.

(3) <u>Director, Military Personnel Plans and Policy Division (OPNAV N13)</u>. Develops, implements, and coordinates Navy policy and monitors adherence with respect to pay, allowances, and monetary and non-monetary incentives affecting active, retired, and RCs. Liaison to ASN(FM&C), OSD, other Services and agencies on pay policy and associated legislation. Represent the Navy on the Per Diem Travel Transportation and Allowance Committee.

(4) <u>Director, Command Information Office and Technology Management Division (OPNAV N16)</u>. Chief information officer (CIO) for MPT&E provides next generation technologies to deliver MPT&E knowledge, information, and user capability via integrated architectures and standards, and effective systems development and production support for personnel, pay, and financial management applications. CIO addresses pay and personnel service delivery requirements informed by fleet evaluations and assessments, to include, development of communication and training products (user aids) for fleet users. Oversees and directs Space and Naval Warfare Systems Command (SPAWARSYSCOM) Program Management Warfare (PMW-240) (Sea Warrior) in the management of the IT systems portfolio that supports delivery of Navy pay and personnel services.

g. <u>Chief of Navy Reserve (CNO N095)</u>. Designated as the lead organization for reserve pay and personnel service delivery, and is responsible for the integration of policy, processes, organizational structure, and execution of all Navy reserve pay and personnel services. This office is responsible for ensuring the establishment of adequate internal controls to monitor compliance with all policies, procedures, and document retention standards. Communicates pay and personnel service matters and requirements to Commander, Navy Reserve Force (COMNAVRESFOR) for administration and execution. Acts as the senior Navy Reserve policy office for all personnel and pay matters not directly addressed by SECNAV guidance, and provides guidance through the update and issuance of OPNAV instructions. Coordinates with CNO (N1) to ensure personnel and pay service delivery needs, to include manpower, policy, and technology requirements, are identified in support of Navy Reserve Sailor.

h. <u>Deputy Chief of Naval Personnel (DEPCHNAVPERS)</u>. Executes the responsibilities directed by CHNAVPERS pursuant to references (d) and (e). Maintains shared responsibility with COMNAVRESFOR for providing direct management oversight for Navywide pay and personnel service delivery procedures. Serves as the principal advisor to CHNAVPERS on integration of current and future requirements, resourcing, execution, and compliance of all Navywide pay and personnel service delivery management programs, policies, and procedures. Liaise with COMNAVRESFOR; Commander, U.S. Fleet Forces Command (COMUSFLTFORCOM); Commander, U.S. Pacific Fleet (COMPACFLT); Commander, Navy Installations Command (CNIC); and other stakeholders as appropriate to effect the management, administration, and execution of pay and personnel services. Coordinates and facilitates Navywide personnel and pay service delivery transformation. Specific organizational responsibilities are outlined in subparagraphs 7h(1) through 7h(8).

(1) <u>Commander, Navy Personnel Command (COMNAVPERSCOM) (PERS-00)</u>. Supports the needs of the Navy by providing the fleet with the right person in the right place at the right time. Works with Sailors and their command to help satisfy Sailors' personal goals and improve their quality of life and that of their families. Responsible for the oversight and administration of all pay and personnel services provided by Navy Personnel Command (NAVPERSCOM), detailed in reference (e), including establishment of internal controls to ensure compliance with policies, procedures, and document retention.

(2) <u>Director, Information Management Office (BUPERS-07)</u>. Serves as the interface for Sailors and the Navy family for human resource related and career management access via the multi-channel contact center (i.e., self-service tools, telephone, e-mail, voice mail, fax, and Web-based requests). Provides customer service support for pay and personnel inquiries addressed to NAVPERSCOM directorates. Policy responsibilities of this department include providing guidance through the update and issuance of instructions and appropriate articles in reference (f), further referred in this instruction as the Military Personnel Manual (MILPERSMAN).

(3) <u>Director, Navy Casualty Office (PERS-00C)</u>. Provides a full spectrum of casualty assistance to Navy families when a Sailor is seriously ill or injured; duty status is unknown; missing in action; prisoner of war; dies; and other functions outlined in reference (e). Technology responsibilities of this department are to represent the Navy for requirements and updates to the Defense Casualty Information Processing System (DCIPS).

(4) <u>Assistant COMNAVPERSCOM, Pay and Personnel Management Department (PERS-2)</u>. Advises DEPCHNAVPERS on the management, oversight, and administration of Navy pay and personnel services. Also acts as the technical advisor to the personnel specialist Navy occupational specialty and military human resources workforce sponsor. Defines workforce number, composition, and expertise required to deliver pay and personnel services. Principal advisor on all identification card program functions providing management, oversight, guidance, delivery of services worldwide. Policy responsibilities of this department include providing guidance through the update and origination of NAVPERSCOM instructions, applicable MILPERSMAN articles, and PERS-2 standard operating procedures (SOP). Technology responsibilities of this department are to represent the Navy for initiatives, requirements, and updates to the Navy Standard Integrated Personnel System (NSIPS). Additional roles and responsibilities, as they apply to the scope of this instruction, are detailed in reference (e).

(a) <u>Navy Pay and Personnel Support Center (NAVPAYPERS SUPPORT CTR)</u>. Provides operational guidance to the Pay and Personnel Administrative Support System (PASS) program field activities, including plans and actions, process analysis, quality assurance, assistance, standardization, and training visits, document retention, training, and management internal controls. Assists each PSD in executing memorandums of understanding, memorandums of agreement, and inter-Service support agreements, as appropriate. Directs the execution of shore-based field-level pay and personnel services outlined in references (f) through

(n) and published PERS-2 SOPs. Additionally, provides oversight for Navy PSD ashore disbursing operations and managers and implement internal control program oversight and execution.

(b) <u>PSDs and Functional Service Centers</u>. Executes a full range of pay and personnel services to all Navy personnel, and ensures service delivery is in compliance with all applicable guidance, policies, and standardized business processes. This includes processing all pay and personnel services for active duty personnel and Reserve personnel on active duty orders. Detailed pay and personnel service responsibilities as they apply to the scope of this instruction are included in references (f) through (n). Acts as the primary customer service support offices for all Navy personnel in the resolution of issues that cannot be resolved by command pay and personnel administrators (CPPA). Additionally, some locations with identification card capabilities provide services to all military personnel and their dependents, DoD civilian personnel, and military retirees and their eligible family members.

(5) <u>Assistant COMNAVPERSCOM, Personnel Information Management Department (PERS-3)</u>. Provides comprehensive personnel information policy and management, and serves as the principal advisor to DEPCHNAVPERS in the fields of military personnel information management; specifically, military records management, Federal benefits, personnel evaluation management, information and data quality management, and selection board support. Policy responsibilities of this department includes providing guidance through the update and origination of NAVPERSCOM instructions and applicable MILPERSMAN articles. Technology responsibilities of this department are to represent the Navy for initiatives, requirements, and updates to the Electronic Military Personnel Records System (EMPRS) and online military personnel files record retention system. Additional roles and responsibilities, as they apply to the scope of this instruction, are outlined in reference (e).

(6) <u>Assistant COMNAVPERSCOM, Career Management Department (PERS-4)</u>. Supports active and RC Navy military personnel by implementing and administering statutes, regulations, and policies regarding major milestones in officer and enlisted careers. Responds to fleet demands and advances personal career development to optimize the effectiveness of naval forces. Ensures Navy staffs, commands, and activities are adequately manned. Policy responsibilities of this department include providing guidance through the update and origination of NAVPERSCOM instructions, applicable MILPERSMAN articles, and the Distribution Guidance Manual. Technology responsibilities of this department are to represent the Navy for initiatives, requirements, and updates to the billet-based distribution and other distribution systems. Additional roles and responsibilities, as they apply to the scope of this instruction, are outlined in reference (e).

(7) <u>Assistant COMNAVPERSCOM, Career Progression Department (PERS-8)</u>. Administers and implements the statutes, regulations, and policies regarding active duty and Reserve officer promotions and appointments; officer and enlisted retirements; Fleet Reserve transfers; and officer in-Service procurement. Policy responsibilities of this department include

providing guidance through the update and origination of NAVPERSCOM instructions and applicable MILPERSMAN articles. Technology responsibilities of this department are to represent the Navy for initiatives, requirements, and updates needed to support promotion boards and retention management programs. Additional roles and responsibilities, as they apply to the scope of this instruction, are outlined in reference (e).

(8) Assistant COMNAVPERSCOM, Reserve Personnel Department (PERS-9). Administers Reserve personnel policy involving Navy Reservists on inactive duty including the Standby Reserve active and inactive personnel, the Individual Ready Reserve, the Selected Reserve (SELRES), and active duty FTS personnel per all statutes and regulations. Respond to queries from Sailors on reserve participation issues. Policy responsibilities of this department include providing guidance through the update and origination of NAVPERSCOM instructions and applicable MILPERSMAN articles. Technology responsibilities of this department are to represent the Navy for initiatives, requirements, and updates to the Inactive Manpower and Personnel Management Information System (IMAPMIS). Additional roles and responsibilities, as they apply to the scope of this instruction, are outlined in reference (e).

   i. COMNAVRESFOR. Maintains oversight of reserve pay and personnel service delivery organizations as directed by reference (o). Identifies administrative, manpower, policy, compliance, and technology requirements for pay and personnel services in support of Navy Reserve Sailors and coordinates needs with DEPCHNAVPERS and CNO N095. Establishes adequate internal controls to monitor and ensure compliance with all policies, procedures, and document retention standards. Policy responsibilities of this command include providing guidance through the update and issuance of COMNAVRESFOR instructions. Coordinates support for all Sailors in the pay and personnel mission area with DEPCHNAVPERS, CNO N095, and CNO (N1).

(1) Commander, Navy Reserve Forces Command (COMNAVRESFORCOM) Reserve Pay, Incentives, and Force Retention (CNRFC N11). Responsible for the oversight, administration, and evaluation of all subordinate commands in the execution of reserve pay and personnel service responsibilities outlined in references (f) through (n). This office manages the execution of affiliation, accession, and retention incentive and bonus program for drilling Reserve Sailors, and provides oversight of all pay and personnel services executed by subordinate commands. Additionally, CNRFC N11 is responsible for centralized pay actions to include special duty assignment pay, career enlisted flight incentive pay, SELRES officer and enlisted bonuses, and health professions officer special pay. CNRFC N11 identifies administrative, manpower, policy, compliance, and technology requirements for pay and personnel services in support of Navy reservists and communicates these needs to COMNAVRESFOR. CNRFC N11 establishes adequate internal controls to monitor and ensure compliance with all policies, procedures, and document retention standards for reserve pay and personnel transactions across the Reserve force. Policy responsibilities of this command include providing guidance through the update and issuance of COMNAVRESFORCOM instructions and reference (g), commonly referred to as the reserve personnel manual (RESPERSMAN).

(2) <u>RC Commands</u>. The mission of regional RC commands is to carry out programs as directed by COMNAVRESFORCOM, be ready to respond in the event of a mobilization, and to provide trained and capable Navy reservists for integration into Navy active forces. This includes the oversight and evaluation of all subordinate Navy Reserve activities in the execution of reserve pay and personnel service responsibilities, and ensures that each Navy Reserve activity is staffed appropriately with designated personnel in support of pay and personnel service responsibilities. RC commands will establish adequate internal controls to monitor and ensure compliance with all policies, procedures, and document retention standards. RC commands will identify all administrative, manpower, policy, compliance, and technology requirements for pay and personnel services in support of Navy Reserve Sailors and communicate these needs to COMNAVRESFORCOM.

j. <u>COMUSFLTFORCOM</u>. Command and control for subordinate Navy forces and shore activities during the planning and execution of assigned service functions in support of the Chief of Naval Operations (CNO). Tracks pay and personnel service delivery performance for all subordinate afloat commands through internal and external pay and personnel management reports. Reviews and adheres to pay and personnel policies and policy changes. Provides fleet perspective that maximizes Sailor support in both pay and personnel service delivery and policy needs. Ensures all subordinate commands are staffed with designated personnel to support pay and personnel service responsibilities of the commander, CO, or OIC. Establishes adequate internal controls guidelines to ensure compliance with all pay and personnel policies, procedures, and document retention standards. Coordinates with PERS-2 and COMPACFLT regarding all pay and personnel service delivery, policy, and technology needs in support of afloat commands and communicate those needs to DEPCHNAVPERS.

k. <u>COMPACFLT</u>. Command and control for subordinate Navy forces and shore activities during the planning and execution of assigned service functions in support of CNO. Monitors existing pay and personnel service delivery performance for all afloat commands. Tracks pay and personnel service delivery performance for all subordinate afloat commands through internal and external pay and personnel management reports. Reviews and adheres to pay and personnel policies and policy changes. Provides fleet perspective that maximizes Sailor support in pay and personnel service delivery and policy needs. Ensures all subordinate commands are staffed with designated personnel to support pay and personnel service responsibilities of the commander, CO, or OIC. Establishes adequate internal controls guidelines to ensure compliance with all pay and personnel policies, procedures, and document retention standards. Coordinates with COMUSFLTFORCOM regarding all pay and personnel service delivery, policy, and technology needs in support of afloat commands and communicates those needs to DEPCHNAVPERS.

l. <u>CNIC</u>. Command and control for subordinate Navy forces shore activities during the planning and execution of assigned service functions in support of CNO in line with reference (p). Monitors pay and personnel policies and policy changes and provides fleet perspective that maximizes Sailor support. Ensures all subordinate commands are staffed with designated personnel to support pay and personnel service responsibilities of the commander, CO, or OIC.

Establishes adequate internal controls to monitor and ensure compliance with all policies, procedures, and document retention standards. Coordinates with DEPCHNAVPERS regarding all pay and personnel service delivery, policy, and technology needs in support of installation commands.

(1) <u>CNIC Regions</u>. Responsible for the oversight, administration, and evaluation of all subordinate commands in the execution of pay and personnel service responsibilities; ensures those commands are staffed with the appropriately designated personnel to support the pay and personnel service responsibilities of the commander, CO, or OIC; and provides facility and base function support to PSDs at the request of CO, NAVPAYPERS SUPPORT CTR. Establishes adequate internal controls to monitor and ensure compliance with all policies, procedures and document retention standards. Communicates with COMUSFLTFORCOM and COMPACFLT all pay and personnel service delivery, policy, and technology needs in support of installation commands.

(2) <u>Installation Commanding Officer (ICO)</u>. Responsible for the oversight and evaluation of all subordinate commands in the execution of pay and personnel service responsibilities and ensures subordinate commands are staffed with the appropriately designated personnel to support the pay and personnel service responsibilities of the CO or OIC. Provides support to military personnel assigned to the PASS network. Additionally, ICOs provide local policies and reports for the proper execution of pay and personnel entitlements. This includes but is not limited to, local housing policies, government messing policies, combined bachelor quarter reports, and any other installation supported functions that impact personnel or pay matters. Establishes adequate internal controls to monitor and ensures compliance with all policies, procedures, and document retention standards. Communicates with CNIC region commanders all pay and personnel service delivery, policy, and technology needs in support of installation commands.

m. <u>Commander, Navy Supply Systems Command (COMNAVSUPSYSCOM)</u>. Responsible for Navywide disbursing policy in all operating environments afloat, monitoring and making recommendations concerning disbursing functions afloat, and implements fiscal systems aboard ships. COMNAVSUPSYSCOM also manages the execution of Navy passenger transportation consistent with the responsibilities assigned to OPNAV Logistics Operations (OPNAV N413) through COMNAVSUPSYSCOM Global Logistics Support.

n. <u>COMUSFLTFORCOM and COMPACFLT Type Commanders (TYCOM) and Fleet Commanders (FLTCDR)</u>. Responsible for the oversight, administration, and evaluation of all subordinate commands in the execution of pay and personnel service responsibilities and to ensure those commands are staffed with the appropriately designated personnel to support the pay and personnel service responsibilities of the commander, CO, or OIC. Coordinates with PERS-2 to identify metrics for internal controls for tracking performance. Establishes adequate internal controls to monitor and ensure compliance with all policies, procedures, and document

retention standards. Communicates with COMUSFLTFORCOM and COMPACFLT all pay and personnel service delivery, policy, and technology needs in support of afloat commands.

o.   Squadrons (Destroyer, Aviation, Submarine, etc.), Carrier Air Wings, or Similar Level ISIC Organizations. Responsible for the oversight and evaluation of all subordinate commands in their execution of pay and personnel service responsibilities, and ensures subordinate commands are staffed with the appropriately designated personnel to support the pay and personnel service responsibilities of the commanders or CO. Establishes adequate internal controls to monitor and ensure compliance with all policies, procedures, and document retention standards. Communicates with TYCOMs and FLTCDRs all pay and personnel service delivery, policy and technology needs in support of afloat commands.

p.   Navy Reserve Activities and NOSCs. These activities and centers, to include aviation squadrons to which Navy Reserve Sailors are assigned, perform pay and personnel support services to Navy Reserve personnel who are not in an active duty status. Executes a full range of pay and personnel services for all drilling reservists assigned, who are performing inactive duty training, funeral honors duty, or mustering duty. Each command will adhere to strict compliance with internal controls programs to ensure compliance with all policies and procedures. Reserve pay and personnel service responsibilities as they apply to the scope of this instruction are included in references (f) through (n).

q.   COs and OICs. Designates, in writing, qualified and responsible personnel to serve as the CPPA. Understands that the CPPA serves as the vital link between an individual Sailor, the command, and the supporting personnel support organization. Because pay and personnel transactions have a direct impact on the careers of Sailors, the role of the CPPA is critical. Ensures CPPAs receive required training and comply with all published guidance regarding management and execution of pay and personnel service delivery. Each command will adhere to strict compliance with internal controls programs to ensure compliance with all policies and procedures. Pay and personnel service responsibilities, as they apply to the scope of this instruction, are included in references (f) through (n).

8.   Organization Mission, Function, Task (MFT) Instructions

a.   Specific pay and personnel responsibilities for each of the organizations listed in paragraph 7 are contained within references (d), (e) and (g) through (k). These references are the responsibility of those organizations to maintain and update frequently in support of MPT&E modernization and system integration efforts. Deficiencies identified in these references must be reported to the appropriate echelon 2 office and elevated to CNO (N1) if resolution is not achieved.

b.   Pay and personnel responsibilities that will be detailed within each MFT instruction must include, but are not limited to: oversight, administration, and execution responsibilities; policy

and procedural responsibilities; internal control and audit responsibilities; automated system functional sponsorship and program management; service delivery responsibilities; and customer support and inquiry contact information.

9. <u>Change Procedures</u>. CNO (N1) must review, approve, and issue any future Navy initiatives that change the scope or applicability of this instruction, to include, but not limited to, changes in service delivery, IT, manpower structure, organizational structure, internal controls, or audit compliance activities.

10. <u>Oversight and Compliance</u>

a. Adherence to governing instructions, published SOPs, and training materials in the execution of pay and personnel service functions ensures top-notch quality customer service to all Sailors and their families, timely and accurate payments of pay and allowance entitlements, and DON's ability to meet and maintain compliance with all auditability standards. As such, compliance with these standards must be verified during evaluation and inspection by oversight activities, independent public accountants, or other methods as identified by CNO (N1).

b. Audit and CNO (N1) internal assessment teams are charged with performing financial and operational inspections and assessments through management internal control testing and evaluations; documenting identified process gaps; performance and financial audit findings; providing executable recommendations per current laws, guidance and policies; identifying policy gaps and deficiencies; and ensuring follow-up actions are completed to ensure compliance and issues are resolved in a timely manner. All inspections and management internal control assessments will result in the issuance of written audit reports containing both findings and resolution recommendations. CNO (N1) will track all corrective action findings and recommendations through its final resolution to ensure compliance with policy and to ensure follow-up actions are completed. CNO (N1) and BUPERS identified findings, risk mitigations, and accomplishments will be reported through BUPERS annual statement of assurance.

(1) <u>BUPERS Inspector General (IG) (BUPERS-00IG)</u>. Conducts periodic performance inspections of offices under BUPERS authority that perform pay and personnel service delivery activities. This includes BUPERS, COMNAVPERSCOM, and PSDs and their subordinate commands.

(2) <u>COMNAVRESFOR IG</u>. Conducts periodic performance inspections of commands under COMNAVRESFOR authority that perform Reserve personnel and pay service delivery activities.

(3) <u>PERS-2</u>. Establishes assessment and inspection teams through its management internal control programs to complete the periodic evaluation of NAVPAYPERS SUPPORT CTR and all subordinate commands.
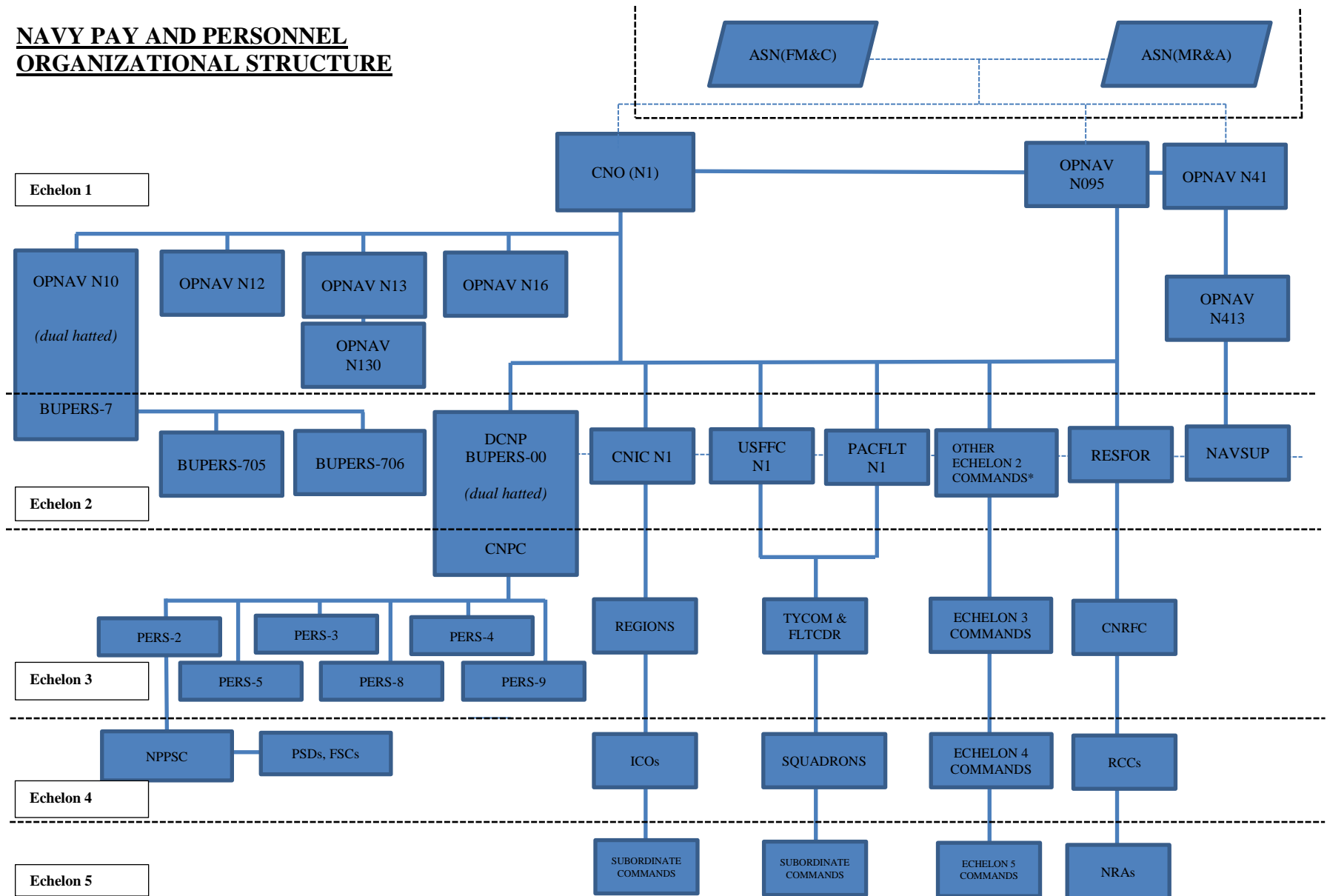
11. Feedback and Inquiries. Every effort should be made to ensure concerns and inquiries are properly communicated through the appropriate CNO (N1) organization or policy office outlined in enclosure (2). Inquiries and concerns with conflicting policies and procedures must be communicated to the appropriate echelon 2 administration representative to ensure resolution is communicated across the echelon 2 organizations, elevated to senior echelon organizations when needed, and then properly disseminated through the Navy's administrative network.

12. Records Management. Records created as a result of this instruction, regardless of media or format, must be managed per SECNAV Manual 5210.1 of January 2012.

13. Review and Effective Date. Per OPNAVINST 5215.17A, CNO (N1) will review this instruction annually on the anniversary of its issuance date to ensure applicability, currency, and consistency with Federal, DoD, SECNAV, and Navy policy and statutory authority using OPNAV 5215/40 Review of Instruction. This instruction will be in effect for 5 years, unless revised or cancelled in the interim, and will be reissued by the 5-year anniversary date if it is still required, unless it meets one of the exceptions in OPNAVINST 5215.17A, paragraph 9. Otherwise, if the instruction is no longer required, it will be processed for cancellation as soon as the cancellation is known following the guidance in OPNAV Manual 5215.1 of May 2016.

14. Information Management Control. OPNAV report control symbol must be obtained prior to conducting fleet evaluations and assessments.

                              J. G. FOGGO
                              Director, Navy Staff

Releasability and distribution:
This instruction is cleared for public release and is available electronically only via Department of the Navy Issuances Web site, https://doni.documentservices.dla.mil

NAVY PAY AND PERSONNEL ORGANIZATIONAL STRUCTURE

ASN(FM&C)

ASN(MR&A)

CNO (N1)

OPNAV N095

OPNAV N41

Echelon 1

OPNAV N10

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OPNAV N12

OPNAV N13

OPNAV N16

OPNAV N130

OPNAV N413

BUPERS-7

BUPERS-705

BUPERS-706

DCNP BUPERS-00

(dual hatted)

CNPC

CNIC N1

USFFC N1

PACFLT N1

OTHER ECHELON 2 COMMANDS*

RESFOR

NAVSUP

Echelon 2

PERS-2

PERS-3

PERS-4

PERS-5

PERS-8

PERS-9

REGIONS

TYCOM & FLTCDR

ECHELON 3 COMMANDS

CNRFC

Echelon 3

NPPSC

PSDs, FSCs

ICOs

SQUADRONS

ECHELON 4 COMMANDS

RCCs

Echelon 4

SUBORDINATE COMMANDS

SUBORDINATE COMMANDS

ECHELON 5 COMMANDS

NRAs

Echelon 5

*Other echelon 2 commanders include SPAWARSYSCOM, NAVSEASYSCOM, and NAVAIRSYSCOM

Enclosure (1)

NAVY PAY AND PERSONNEL ORGANIZATIONAL STRUCTURE

Echelon 1:

ASN (FM&C) – Assistant Secretary of the Navy, Financial Management
   Comptroller
ASN (MR&A) – Assistant Secretary of the Navy, Manpower and Reserve Affairs
DCNO (MPT&E) (CNO (N1) – Deputy Chief of Naval Operations, Manpower,
   Personnel, Training and Education
OPNAV N095 – Office of the Chief of Naval Reserve
OPNAV N10 – Director, Resource Management Division
OPNAV N12 – Director, Total Force Manpower and Education Requirements
   Division
OPNAV N13 – Director, Military Personnel Plans and Policy Division
OPNAV N130 – Head, Military Pay and Compensation Policy Branch
OPNAV N16 – Director, MPT&E Technology Division
OPNAV N41 – Director, Logistics Programs and Business Operations Division
OPNAV N413 – Head, Logistics Operations Program and Policy Branch

Echelon 2:

DCNPC BUPERS-00B – Deputy Chief of Naval Personnel
BUPERS-00B2 – Assistant Deputy Chief of Naval Personnel, Pay and Personnel
   Management Department
BUPERS-7 – Assistant Chief of Naval Personnel, Division of Military Pay Navy
   and Reserve, Financial Management
BUPERS-705 – Director, Navy Permanent Change of Station Variance
   Component (PCSVC)
BUPERS-706 – Head, Navy Financial Improvement and Audit Readiness (FIAR)
RESFOR – Commander, Navy Reserve Force (COMNAVRESFOR)
USFFC N1 – Director, Fleet Personnel Development and Allocation, U.S. Fleet
   Forces Command (USFLTFORCOM)
PACFLT N1 – Director, Total Fleet Force Manpower and Personnel, U.S. Pacific
   Fleet (PACFLT)
CNIC N1 – Director, Total Force, Commander, Navy Installations Command
   (CNIC)
NAVSUP – Commander, Navy Supply Systems Command
   (COMNAVSUPSYSCOM)

SPAWARSYSCOM – Commander, Space and Naval Warfare System Command
NAVSEASYSCOM – Commander, Naval Sea Systems Command
NAVAIRSYSCOM – Commander, Naval Air Systems Command

Echelon 3:

CNPC – Commander, Navy Personnel Command (COMNAVPERSCOM)
(PERS-00)
PERS-1 – Assistant COMNAVPERSCOM (ACNPC), Customer Relations
Management Department
PERS-2 – Assistant COMNAVPERSCOM (ACNPC), Pay and Personnel
Management Department
PERS-3 – Assistant COMNAVPERSCOM (ACNPC), Personnel Information
Management Department
PERS-4 – Assistant COMNAVPERSCOM (ACNPC), Career Management
Department
PERS-5 – Assistant COMNAVPERSCOM (ACNPC), Business Operations
Department
PERS-8 – Assistant COMNAVPERSCOM (ACNPC), Career Progression
Department
PERS-9 – Assistant COMNAVPERSCOM (ACNPC), Reserve Personnel
Management Department
CNRFC – Commander, Navy Reserve Forces Command (COMNAVRESFOR)
TYCOM – type commanders
FLTCDR – fleet commanders

Echelon 4:

NPPSC – Navy Pay and Personnel Support Center (NAVPAYPERS SUPPORT
CTR) (PERS-23)
RCC – Reserve Component (RC) commands
Squadrons – destroyer, aviation, submarine, etc., carrier air wings or similar level
ISIC organizations
ICO – installation commanding officers

Echelon 5:

        Subordinate commands
        NRA – Navy reserve activities
        PSD – personnel support detachments (PERSUPPDET)
        CSD – customer service detachments
        NOSC – Navy operational support centers

FEEDBACK AND INQUIRY CONTACTS

1. Inquiries and concerns with conflicting policies and procedures must be communicated to the appropriate echelon 2 administration representative via the administrative chain of command diagramed in enclosure (1). This will help ensure resolution is communicated across all echelon 2 organizations, elevated to senior echelon organizations when needed, and then properly disseminated back through the Navy's administrative networks.

2. Contacts for the OPNAV organization N-codes listed in this instruction can be found on the BUPERS-NAVPERSCOM Web page under "Organization, OPNAV Web Directory": http://www.public.navy.mil/bupers-npc/organization/Pages/OPNAVWebDirectory.aspx.

3. Contacts for the BUPERS organization codes listed in this instruction can be found on the BUPERS-NAVPERSCOM Web page under "Organization, BUPERS Web Directory": http://www.public.navy.mil/bupers-npc/organization/Pages/BUPERSWebDirectory.aspx.

   Note: PERS-7 codes are not listed in this directory. These are dual-hatted positions under OPNAV N10.

4. Contacts for the COMNAVRESFORCOM organization codes listed in this instruction can be found on the Navy Reserve Web page under "Contact Us": https://www.public.navy.mil/nrh/Pages/default.aspx.

5. Contacts for the NAVPERSCOM organization "PERS" codes listed in this instruction can be found on the BUPERS-NAVPERSCOM Web page under "Organization": http://www.public.navy.mil/bupers-npc/organization/Pages/NPCWebDirectory.aspx.